



STATE OF UTAH/DTS

PRODUCT DESCRIPTION

Product Number: 4217.12.15

## ARCHIVES WEB SITE – WWW.ARCHIVES.UTAH.GOV

Effective Date: July 1, 2014  
Revision Date: June 30, 2015  
Version: 001  
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The Division of Archives maintains a public facing web site – [www.archives.utah.gov](http://www.archives.utah.gov). This web site is hosted by DTS and runs on a LAMP slice. Content is maintained and supported by Division of Archives personnel.

The hours of support required for Archives Web Site - [www.archives.utah.gov](http://www.archives.utah.gov) are listed below.

Application	Support Hours	Days of Week
Archives Web Site - <a href="http://www.archives.utah.gov">www.archives.utah.gov</a>	Business Hours	Monday - Friday

### PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Archives Web Site	This is the public facing website for the Division of Archives.

### FEATURES NOT INCLUDED

FEATURE	EXPLANATION
N/A	

### RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
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Rates for Support	The update and maintenance of this system will be at the DTS approved rate for application development support.	See DTS Approved Rate
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## ORDERING AND PROVISIONING

Application enhancement and updates may be requested by contacting the DAS DTS IT support group in person, by email, or by telephone. An initial discussion of scope will be conducted, appropriate resources identified and reviewed and a project initiated upon approval by DAS

## DTS RESPONSIBILITIES

DTS is responsible for:

- Utilizing DTS methodologies for development and implementation of changes and enhancements
- Being able to customize the deliverable as requested by the customer
- Maintaining the system per the request of the user within the hourly rate
- Managing the project for making enhancements

## AGENCY RESPONSIBILITIES

The Agency is responsible for:

- Providing direction and guidance for the scope of the project
- Following change processes if the scope of the project changes
- Providing access to needed business resources for information gathering, testing, and sign off

## DTS SERVICE LEVELS AND METRICS

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

**Application Availability:**

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

<b>Metric Description</b>	<b>Target</b>
System Availability	The web site will function per the agreed upon business requirements. The web site will be available 24 x 7 x 365. We are striving for 99% availability during normal business hours. This will allow for unplanned downtime due to unforeseen events.

**Resolution Time:**

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Total Time to Resolution</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hour	90%
Critical priority - 3 Clock hours	90%

**Initial Response:**

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Time to Initial Response</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
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Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied